Dear COEUS and PEER users,

In the interest of enhancing our service and communication with all of you, the VU COEUS and PEER support team has updated our best practices for submitting help requests for these systems.

There are three (3) ways to submit a help request to the COEUS and PEER support team or notify us of a problem in the system. Each way will get your request to the COEUS and PEER support team, but you may prefer one way over another depending on your request.

1. Submit your COEUS or PEER request using the **Action Request** form in PEER (below). To be clear, although this route is within the PEER system it applies to both COEUS and PEER requests.

   Requests submitted as **Action Requests** are automatically routed to either the COEUS and PEER support team or another relevant SPA team member. You may prefer this way if yours is a standard request (see attached full list of Action Request Types) like a request for access or a report, a data correction, or a technical problem.
2. Submit your COEUS or PEER request using the **Help** form in PEER (below). To be clear, although this route is within the PEER system it applies to both COEUS and PEER requests.

Requests submitted through **Help** are automatically routed via email to the COEUS and PEER support team. You may prefer this way if your request is fairly standard, but there are some complexities that you can’t squeeze into the **Action Request** form.

3. Submit your request via email to **coeushelp-vu@vanderbilt.edu** for COEUS requests or to **peer-vu@vanderbilt.edu** for PEER requests. Requests submitted this way are sent directly to the COEUS and PEER support team. You may prefer this way if your request is unusual or unusually complex, and you need the full space of an email to describe it.

*Please do NOT submit help requests or problem notifications via the individual email accounts of our COEUS and PEER support team members, Soujanya Nagarajarao or Shrimalini (Malini) Jayaramaraja.* Unlike tickets submitted using the three (3) best ways described above, tickets sent to our team members’ personal work email addresses do not appear on the team queue, and so are difficult to track and consequently may take longer to resolve.

If you do happen to send a request to Soujanya or Malini via their individual email, they will reply back with a cc: to the relevant help box to make sure your request is tracked appropriately.
If you have any questions, please feel free to reach out.

Jane

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